



PATENT

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11/19/03

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil K. Annadata, Wai H. Pak, Mingte Chen, Henry D. Jay
Assignee: Siebel Systems, Inc.
Title: System and Method for Maintaining Real-Time Agent Information for Multi-Channel Communication Queuing
Serial No.: 09/823,770 Filing Date: March 31, 2001
Examiner: Unassigned Group Art Unit: 2642
Docket No.: SBL0002US Client Ref. No. SIEB060/US

Austin, Texas
November 6, 2003

Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

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INFORMATION DISCLOSURE STATEMENT Technology Center 2600
UNDER 37 C.F.R. § 1.97(c)(2)

Dear Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Copies of these documents are enclosed.

Citation of these documents shall not be construed as:

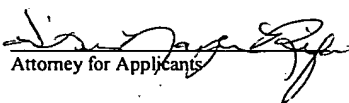
1. an admission that the documents are necessarily prior art with respect to the instant invention;
2. a representation that a search has been made; or
3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

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Please charge the fee of \$180.00 under 37 CFR §1.17(p) for submission of an Information Disclosure Statement (plus any other fees which may be required) to Deposit Account No. 502306. This paper is being submitted in duplicate.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on November 6, 2003.


Attorney for Applicants

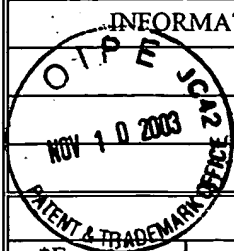
11/6/03
Date of Signature

Respectfully submitted,



D'Ann Naylor Rifai
Attorney for Applicants
Reg. No. 47,026
512-439-5080
512-439-5099 (fax)

U.S. Department of Commerce, Patent and Trademark Office					Atty Docket No.		Serial No.	
					SBL0002US		09/823,770	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT					Applicants			
(Use several sheets if necessary)					Anil K. Annadata et al.			
					Filing Date		Group	
					March 31, 2001		2642	
U.S. Patent Documents								
*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate	
	AA	6,199,104	March 6, 2001	Delph	709	208		
	AB							
	AC							
	AD							
	AE							
	AF							
	AG							
	AH							
	AI							
	AJ							
	AK							
Foreign Patent Documents								
							Translation	
		Document	Date	Country	Class	Subclass	Yes	No
	AL							
	AM							
	AN							
	AO							
	AP							
OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)								
	AQ							
	AR							
	AS							
Examiner			Date Considered					
<p>*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.</p>								



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